



20 YEARS OF
COMMUNITY
AND CARING

2009-10

Vision

- Building opportunities for healthy and inclusive communities.

Mission

- We provide inclusive and equitable health and social services to those who experience barriers to care, and we foster the active participation of individuals and the communities that we serve.

Reimagining Our Health Centre

As mentioned in our Message to the Community, the re-imagining process resulted in the expansion of our boundaries for accepting new clinical clients. We also re-organized our staff into seven teams: Primary Care, Mental Health, Diabetes and Chronic Diseases, Immigrant and Ethnocultural Programs, Children Youth and Family Programs, Poverty and Homelessness, and the Options Clinic. We added a new "Systems Navigator" position – a role that will help new clients find appropriate programs and services and also support existing clients as they navigate the external challenges related to basic income supports, housing, and other community resources.

We imagined a Health Centre that offers fast, easy access to programs and services – and we've taken the steps to make that happen. While none of these changes affect the core work that we do, we believe our re-imagined Health Centre will increase access to services and improve the quality of care that we offer.

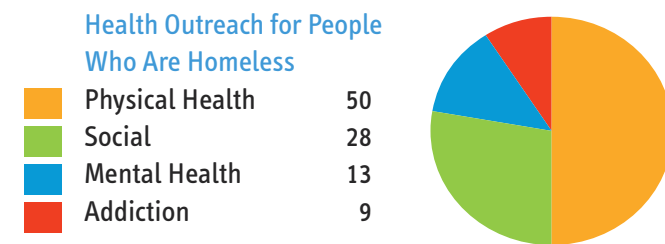
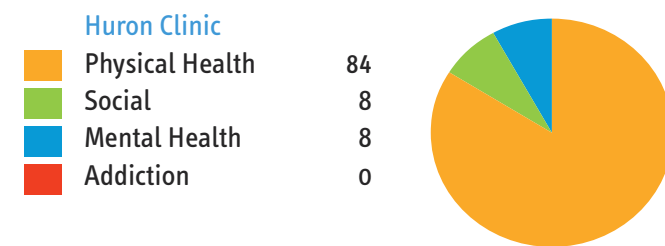
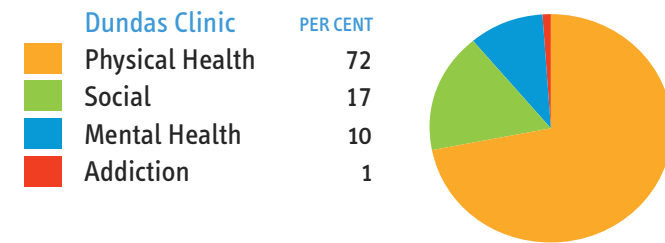
A Selection of Programs and Services

- Children's Nutrition and Learning Project
- Chronic Disease Self-Management
- Community Development
- Community Kitchen
- Diabetes Self-Management
- Health Outreach for People who are Homeless
- Men's Discussion Group
- Options Clinic: Anonymous HIV Testing
- Primary Health Care Services
- Seniors' WrapAround
- Seniors' Drop in
- Seniors' Friendly Visiting
- Tai Chi
- Women of the World
- Youth Outreach Workers



Clinical Services Profile

Issues Addressed



Lawrence Hill

On Tuesday March 2, the Health Centre partnered with the London Public Library to present best-selling Canadian author Lawrence Hill at the Wolf Performance Hall. Mr. Hill read from his most recent novel, *The Book of Negroes*, as well as *Any Known Blood*.

As a community health centre we are committed to engaging in dialogue about issues that impact our community. The novels, which speak to systemic racism, social inclusion and exclusion, and the resiliency and perseverance of individuals, resonated loudly with us. The event was a sold-out success and introduced us to many people who were not familiar with the Health Centre previously.



“It has helped me combat my reclusive nature and to make friends. I have loved it and will continue to come for as long as there is a group.”

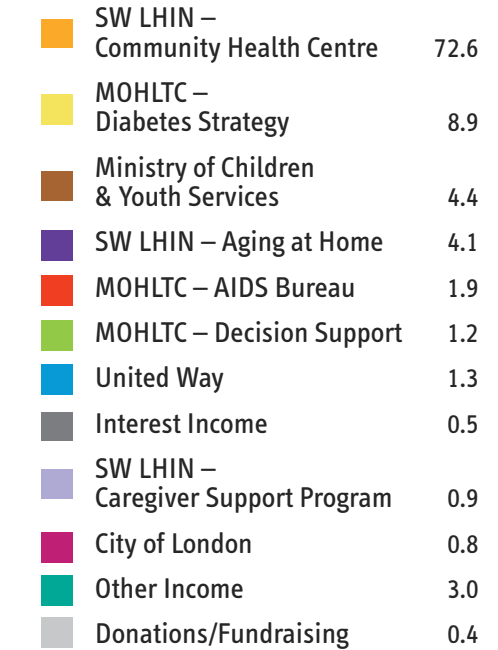
PARTICIPANT, WOMEN CREATING COMMUNITY

“I wouldn't survive without this place.”

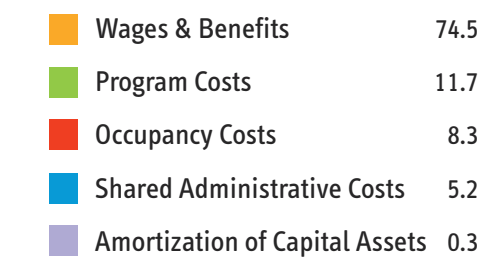
CLIENT, HEALTH OUTREACH FOR PEOPLE WHO ARE HOMELESS

Financials

Revenue Source



Expense



SW LHIN = South West Local Health Integration Network
MOHLTC = Ministry of Health and Long-Term Care

October 1989

- Official funding announcement
- First client at 659 Dundas Street, the former Brass Rail, welcomed by 14 staff members on the 28th

1990

- Official opening on January 9, attended by then Minister of Health, Elinor Caplan and then Board Chair, Dr. Douglas Bocking
- “Juggling Cultures,” the first of many educational resources, is launched

1991

- Client roster hits 2000, staff team grows to 25
- Health Centre receives funding to open Options, an anonymous HIV testing clinic

1992

- Health Centre continues to lead the sector in cultural competency training with, “Culture, Health and You,” a video project aimed at health and social service students

1993

- Volunteer contingent grows to 100 to support seniors and women's groups, child care, art therapy, the second hand clothing room and the senior men's cooking group
- MPP Marion Boyd attends the grand opening of the lower level

1994

- The launch of, “Picturing a Healthy Community,” a community art project with a focus on the many positive and beautiful things in our historic neighbourhood

1995

- Cooking for Kids, the first of many projects with Lorne Avenue Public School launches. Volunteer parents meet weekly to serve healthy snacks to senior kindergarten and grades 1, 2 and 3

1996

- Received the Monsignor Cooke Award from Family Service London which recognized Health Centre creativity, innovation and community collaboration
- Launched our first website

see**me.**

As the Health Centre developed ideas to celebrate our 20 year history of offering services to London, we looked for ideas that would raise awareness not only of us as an organization, but of the challenges faced by the clients we serve. Our clients have incredible strength and resiliency. "SeeMe" was intended to share their challenges and their strengths with the broader London community.

"SeeMe" features six images of Health Centre clients and volunteers who agreed to share some of themselves through photography. In each picture our "model" is holding a sign. On the signs are statements that reflect either something about our services, or something that they would like you to know about them. The images were shot by local photographer Rachel Lincoln. Graphic design services by Seed. We are truly grateful for the participation of our models Eva, Maria, Mario, Jose, Oscar, John, Joe and Asunta. We couldn't have done this without you.



EVA

"All my thanks to those who work at the Health Centre. You are so very kind and respectful."



CLIENT,
DUNDAS STREET CLINIC



Thank you to our caring volunteers!

Aaron Rothstein
Adrian Nunie
Ajit Sing
Akshay Shetty
Aleece Johnson
Alex Lumley
Alex Schneiderman
Alfonso Campos Reales
Alicia Fawcett
Amanda Fraser
Angel Botelho
Angie McCulloch
Anne Kay
Annecke Somann
Annie Catunto
Anrthur Druzcz
Antonia Escobar
Arden McClean
Ashley Geerlinks
Asunta Yanga
Audrey Furmston
Austin Trotman
Bernadine Crasto
Bethany Gingrich
Bev Norris
Bill Ashby
Blaire Langlais
Blanca Cruz
Bob Sexsmith
Brandon Bates
Brenda Phlong
Bryanda Evans
Carlota Gonzalez
Carmen Fotia
Carol Coulter
Carol Hickson
Catherine Thomas
Cathy Cubberly
Cathy Sommers
Charlie Zhao
Charlotte Christie
Chris Dawson
Christine Griffith
Christine Holmes

Claudia Calvo
Claudia Sossa
Cyndi Prange
Damon Guidolin
Danielle Ziliotto
Dave Aitken
Dave Firth
David Lyons
Dawn MacIntosh
Deanna Schoen
Delaney Nash
Diana Sheeler
Don Bere
Doreen Hodgkinson
Doug Taylor
Elizabeth McIntosh
Elmore Hill
Emily Bonner
Emily Yu
Emma Worrall
Epame Clubine
Erin Moody
Fatima Mailloux
Frank Meadows
Frank Myslik
Gail Boch
Genny Mortera
Geoff Belch
Geoffrey Clubine
George McNichol
Georgia Kiwanuka
Gord Johnston
Grace Song
Grant Thorpe
Halima Rogers
Hanh Ngo
Hassan Mir
Heather Coulter
Heather McLaughlin
Ian Peer
Isabel Smillie
Jack Moran
Jacqueline Fraser
Jacqueline Sevier

Jason Ahrens
Javier Palacios
Jeff Keutsch
Jennifer Barlow
Jennifer Bondy
Jennifer Costin
Jennifer Gaudet
Jennifer Howard
Jennifer Kelly
Jennine Thorpe
Jenny Diplock
Jill Greenspoon
Jill Mustin Powell
Jim Blair
Jim Madden
Joanne Reed
Joe Bindy
John Arnedt
John Campbell
Jon Bonilla
Jordan Wall
Joseph Weis
Josh Hooper
Julia Wallace
Karen Hoffman
Karima Zarify
Katherine Smyth
Katlin Ahrens
Katrina Younes
Kelly McDonald
Kelsey Cassidy
Ken Fraser
Kerry Figliomeni
Kim Walker
Kirsten Jewell
Krystal Kersch
Kyle Willenbacher
Kylie Hall
Laura Emmett
Laura Weaver
Leah Jesney
Leanne Tiessen
Leanne Zawadzki
Len Hughes

Leslie Gloor Duncan
Liane Heale
Lilian Wong
Liliana Palacios
Linda Bussiere
Linda Le
LiPing Jin
Lorie Shook
Lydia Knudson
Maddie Quirk
Mandy Grenier
Marc Ysselstein
Maria Amelia Calle
Maria Cecilia Lopez
Maria Elana Mabus
Maria Forte
Maria Prada
Mariana Lazaro
Marilyn Conklin
Marion Malone
Mark Denomy
Marlene Graham
Martin Badowski
Mary Capton
Matt Dale
Matthew Villeneuve
Megan Boyd
Melanie Levitin
Melissa Henry
Melissa McConnery
Melissa Weese
Merry Maclellan
Michael Jarvis
Monica Paola Rivas
Monica Rendon
Mudrika Hamou
Muna Al-Katib
Munira Ahmed
Nasrin Husein
Natalie Eldridge
Nellie Van Leeuwen
Nicole Flemister
Norene Martin
Olga Montoya

Pat Telmer
Paul Freund
Pearlette Cassells
Peter Downs
Phil Heisz
Priya Morin
Rachel Marry
Randy Hull
Rani Govender
Raquel Lenati
Rayna Elabed
Rheem Al-rabya
Rhonda Travis
Richard Cook
Richard MacDonagh
Robert Van Praet
Rose Wolczyk
Rosemary Purdy
Roy Graham
Ryan Smith
Saeed Mokhtarzada
Sahadete Bela
Saira Cecic
Sakim Ouch
Sakim Ouk
Salina Juma
Sami Alsukhon
Sandy Dinh
Sarah Bakker
Sarah Crosbie
Sarah Merritt
Sarah Saunders
Sardar Ahmed
Scott Grant
Selena Leduc-Keatings
Shannon Conty
Sharon Lessard
Shauna Abramovitch
Sheila Hughes

Shelina Kassam
Shirley Andersen
Siana Crasto
Simon Geary
Sister Esther Lucier
Sonduz Shubbar
Stahs Pripotnev
Stan Hill
Stan Lynch
Stanislav Rajic
Stephanie Conroy
Sue Mennill
Susan Beecroft
Susan Pedersen
Susan Ralyea
Susie Eberhard
Suzanne O'Neil
Sylvia Warchulski
Tammy Brown
Taylor Johnson
Teresa Johnston
Tiffany Ferguson
Tony Nguyen
Tracey Allen
Trevor Kyte
Trish McQueen
Tryla Thorpe
Valgerdur Gylfadottir
Vanessa Chamorro
Vanna Ouch
Victoria Abiy Bour
Victoria Purdy
Victoria Regier
Yan Yeung
Yang Cao
Yoan Kagoma
Zahra Jabbari



1998

- MOHLTC funds Health Outreach for People who are Homeless, 1 of 5 pilot Ontario sites
- Latin American Diabetes Program opens with funding from the Lawson Foundation
- Health Centre becomes a United Way participating agency

1999

- Old East Village celebrates 125th Anniversary
- We celebrate our 10th anniversary with 39 staff and 125 volunteers supporting more than 3,000 clients

2000

- The renovation and subsequent occupation of the building next door to 659 Dundas doubles the Health Centre's square footage

2001

- First BHO (Building Healthier Organizations) accreditation standards met; accreditation officially achieved the following year

2002

- Shanti Radcliffe, Executive Director and local community health visionary, retires. Michelle Hurtubise joins the organization as its second Executive Director

2003

- Annualized funding for the Latin American Diabetes Program received from the Ministry of Health and Long Term Care; that same year, the program wins the Peter F. Drucker award for non-profit innovation

2007

- Second location at Huron and Highbury opens in October
- Launch of a fully electronic patient record
- Health Centre receives funding for a Youth Outreach Worker Program to support at-risk youth in London's North East
- Options becomes the second provincial site for point-of-care testing

2009

- The first Multi-Sectoral Accountability Agreement with the South West Local Health Integration Network signed
- WrapAround for Immigrant and Francophone Seniors launches
- Health Centre reaches 250+ volunteers, 3800 registered clients and 70 staff

Message to the Community



Shelina Kassam
PRESIDENT



Michelle Hurtubise
EXECUTIVE DIRECTOR

This past year, the Health Centre celebrated 20 years of offering caring and compassionate services to London. What a significant milestone! Our twentieth anniversary was a year of celebrating where we have come from and where we are going.

To celebrate the first client served in October 1989, we held a fall-festival themed party at McMahon Park and served chili, buns, and beautiful cupcakes baked by members of our Community Kitchen, and decorated like pumpkins. A truly family based event, we enjoyed community performers of a variety of ages and backgrounds, as well as crafts and games for the kids. The Honourable Deb Matthews made her first official remarks as Health Minister at our celebration! Read more about our 20th Anniversary celebrations – including best selling author Lawrence Hill's visit and the SeeMe project, throughout this report.

Amidst all the celebrations, our programs and services continued to grow! We received enhanced funding from the South West LHIN for our WrapAround Program for Immigrant and Francophone Seniors. We also received funding for an ethno-cultural youth initiative that will start in 2010. We also took the opportunity to review our organizational structure and then subsequently make some changes as part of this "re-imagining" process. Our clinical boundaries were expanded to serve the entire City of London, rather than just our historical neighbourhoods in East and North East London. This aligns our geographic boundaries with those of our community based programs, such as diabetes self management, Women of the World, WrapAround, and our chronic disease support groups – all of which are open to people from across the city. For more on the restructuring process, please see "Reimagining Our Health Centre," inside.

Thank you to our community of clients, volunteers, staff members, funders and health and social service partners for supporting us these first twenty years. We can't wait to see what the next two decades will bring!

BOARD OF DIRECTORS

Shelina Kassam
President

Ian Peer
Past President

Christine Griffith
Vice President

Susan Ralyea
Secretary

Randy Hull
Treasurer

Martin Badowski
Mark Denomy
Valgerdur Gylfadottir
Nasrin Husein
Anne Kay
Elizabeth MacIntosh
Jim Madden
Jill Mustin-Powell
Nellie VanLeeuwen
Robert Van Praet

COMMUNITY COUNCIL

Sardar Ahmad
Susan Beecroft
Richard Cook
Maria Forte
Nasrin Husein
Sarah Merritt
Saeed Mokhtarzada
Sakim Ouk
Isabel Smillie
Annecke Somann
Karima Zarify

Funding for this annual report has been provided by the South West Local Health Integration Network (SW LHIN). The views and opinions expressed herein do not necessarily represent the official policies of the SW LHIN.

The Health Centre gratefully acknowledges funding support from the City of London, the United Way of London and Middlesex and the Ontario Ministry of Children and Youth Services.

659 Dundas Street
London, ON N5W 2Z1
Tel: 519-660-0874
Fax: 519-642-1532

Unit 7 – 1355 Huron Street
London, Ontario N5V 1R9
Tel: 519-659-6399
Fax: 519-659-9930

www.lihc.on.ca